Quality of the Work Environment Through the Approach of Employee Perceptions in Indonesian Manufacturing Companies

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Abstract— This study aims to investigate the relationship between perceptions of the quality of the work environment, behavior, and organization in PT manufacturing. The research method used was a questionnaire survey distributed to employees from various divisions within the company. The variables studied include perceptions of the quality of the work environment, employee behavior in carrying out their duties, and the level of organization within the company. The results of the study show that there is a positive correlation between perceived quality of the work environment and employee behavior. The more positive the perception of the quality of the work environment, the better Sulimamanufaktur is also seen to be related to the perceived quality of the work environment and employee behavior. This study advances our knowledge of how the caliber of the workplace influences employee behavior and efficient organizational performance. This study's findings suggest that organizations must keep improving the workplace in order to boost organizational effectiveness and behavior quality in manufacturing businesses.In order to create a successful and happy work environment, perception, the environment's quality, behavior, and organization are crucial factors that are interconnected. The secret to attaining organizational goals is a thorough grasp of how individual perceptions influence their conduct and how that behavior contributes to organizing. Organizations may improve employee performance, boost satisfaction, and gain a competitive edge in an increasingly globalized market by providing a happy, encouraging, and high-quality work environment.

Keywords: Perception, quality of work environment, behavior, organization

1. INTRODUCTION

Perception, quality of the work environment, behavior and organization are some of the key elements that are interrelated in the context of the world of work. In an ever-evolving world, organizations and individuals are looking for ways to create productive, harmonious and competitive work environments(Tahar et al., 2022). Thus, an in-depth understanding of these aspects is crucial to achieving this goal.

Words such as perception, quality of work environment, behavior, and organizing may have become commonplace in the world of work, but their meanings and influences remain relevant in the modern era. Under the increasingly fierce competition, organizations are required to optimize the performance and productivity of their employees (Anwar & Abdullah, 2021) To achieve this, it is

necessary to understand how individual perceptions of the work environment influence their behavior and how this contributes to the overall organization.

Perception is a mental process that involves the way a person interprets and understands information received through the senses and experience (Shin, 2022). Each individual has a unique perception, which is shaped by factors such as cultural background, education, previous experience, and personal values. Perceptions can affect how employees interact with the work environment and how they evaluate situations at work. When positive perceptions of the work environment arise, employees tend to feel satisfied and motivated to perform high(Nurhandayani, 2022). Conversely, negative perceptions can lead to conflict, dissatisfaction, and even reduced performance.

The quality of the work environment refers to the physical and psychological conditions of the workplace,(Basalamah & As'ad, 2021) as well as factors that affect the comfort, safety, and welfare of employees. Some important elements in the quality of the work environment include the physical design of the work space, cleanliness, noise levels, lighting, work flexibility, development opportunities, and social support. A quality work environment can increase employee satisfaction, reduce stress levels, increase creativity, and strengthen bonds between employees and the organization.(Khotimah et al., 2018)

Behavior in the work context includes actions, interactions, and individual reactions to the work situations they face. Employee behavior can be influenced by various factors, including their perception of the work environment and working conditions. Attitude, motivation, initiative, work ethics, and adaptability are some examples of employee behavior that play an important role in achieving organizational goals (SAPTA et al., 2021). Wise management will try to understand and direct employee behavior so that it is in line with the company's vision and mission.

Behavior in the work context refers to the actions, attitudes, and interactions of individuals in the workplace. This includes how employees behave, interact, and respond to the work environment, including co-workers, superiors, customers, and the day-to-day work tasks they face (Mujtaba & Senathip, 2020). Some important aspects of behavior in the work context include:

1. Productivity: How employees carry out their job tasks and the level of efficiency and effectiveness they demonstrate in completing work.
2. Quality of work: The level of thoroughness, accuracy and thoroughness in doing work and the ability to produce high quality products or services.
3. Discipline: The ability of employees to follow the rules, policies, and work schedules set by the organization.
4. Cooperation: How employees interact and cooperate with colleagues, contribute to teams, and support common goals.
5. Communication: The ability to communicate clearly, openly, and effectively, both in verbal and non-verbal communication.
6. Initiative: The level of activeness and willingness of employees to take initiative, seek opportunities, and contribute more than expected.
7. Leadership: How employees in leadership roles influence and guide their co-workers.
8. Work ethics: The degree of integrity and ethics displayed by employees in carrying out work duties and facing moral challenges.

Behavior in the work context plays an important role in shaping corporate culture, organizational performance, and employee satisfaction (Tran, 2021) Organizations often seek to encourage positive and productive behavior through effective policies, development programs and human resource management. Organizing is the process of organizing, managing, and coordinating human and physical resources in order to achieve organizational goals. Organizing includes organizational structure, division of tasks, coordination, and delegation of authority. In addition, cultural and normative factors within the organization can also influence the way organizing is done. A healthy and good quality work environment can increase organizational efficiency and effectiveness, generate positive synergies and collaborations.(Kossek et al., 2014)

Stephen P. Robbins defines perception as the process by which people organize and interpret or interpret their sensory impressions in order to give meaning to their environment. which may affect the quality of the work environment. Kinichi and Kreitner define perception as follows: Perception is a cognitive process that enables us to interpret and understand our suruoundings(Komariyah & Farhan, 2020). Perception is essentially a cognitive process experienced by everyone in understanding information. According to Thoha, perception is essentially a cognitive process that is experienced by everyone in understanding information about their environment, either through sight, hearing, appreciation, feeling, and smell.(Puspita et al., 2020)

Perception, a complex cognitive process in the human mind, enables us to understand, interpret, and give meaning to information received from the outside world through our five senses.(Marinda, 2020). Perception plays an important role in shaping our worldview, behavior and social interactions. The perceptual process involves using sensory information, pattern recognition, contextual understanding, and prior knowledge to form mental representations of objects, events, or situations.

Basically, perception consists of several stages(NUSRANINGRUM et al., 2021). First, there is the stage of receiving or receiving information through the five senses such as sight, hearing, smell, touch, and taste. Then, the information is processed and organized in the selection stage, where the focus is given to certain aspects that are considered relevant or interesting. After that, the interpretation stage occurs, in which the selected information is given meaning based on prior knowledge and experience. The next stage is integration, where this new information is connected with existing knowledge to form a more complete understanding. Finally, perception reaches the response or response stage, where an action or reaction is triggered based on that understanding.

Factors such as a person's cultural environment, their own experiences, their physical condition, and how they feel at the time can influence their perception(Asri & Sunarto, 2020). For example, two people with different cultural backgrounds and experiences may have different perceptions of an event or object. In addition, physical conditions such as visual or hearing impairments can affect how a person interprets the information received. In a social context, perception also plays an important role in human interaction. Different views and perceptions can cause conflicts or misunderstandings between individuals or groups. But perception can also help us better understand other people's perspectives and build more empathetic and inclusive relationships.(Zubaidah, 2020)

In an effort to understand how perception works, psychology and neuroscience have investigated various aspects of it, including visual perception, perception of

space, perception of time, and the frole of memory in shaping perception. The study of perception makes an important contribution in explaining how we interact with the world around us and shape our overall knowledge and experiences. A quality work environment is an important aspect in maintaining employee satisfaction and well-being in a company. When employees feel comfortable, safe, and supported in their work environment, they tend to be more motivated, productive, and loyal to the company they work for. Therefore, an analysis of employee perceptions of the quality of the work environment is important to study.(Izmi Maghfira and Asrizal Efendi, 2022)

In the context of PT Manufacturing, several factors may play an important role in the quality of the work environment(Zaky, 2021)among others, (1) Physical facilities and conditions: The physical conditions of the workplace, such as lighting, ventilation, and cleanliness, can affect the comfort and safety of employees, (2) Safety and security: The company's efforts to create a safe and risk-free work environment can has an impact on employees' perceptions of the quality of the work environment, (3) Company policies and culture: Policies that support employees, such as career development programs, work flexibility, and open communication, can affect employees' perceptions of the work environment, (4) Quality of relationships between employees : Social interaction and cooperation among employees can be an important factor in the quality of the work environment, (5) Opportunities for growth and development:The existence of opportunities to learn and develop in a career can influence employee perceptions of the quality of the work environment.

2. METHOD

2.1 Research Design

This quantitative study was conducted offline and was conducted on June 23, 2023. It collected answers from a given questionnaire, which mostly consisted of questions with answers based on a Likert scale and one question with a personal answer. Respondents filled out the questionnaire according to their individual wishes.

2.2 Participants

This research is aimed at employees in fishing net manufacturing companies. The sample was determined randomly, with a total of 55 respondents on June 23, 2023. All respondents who filled out the form were used as respondents.

2.3 Procedure

Data collection was carried out by distributing questionnaires proportionally to employees in the operational field as many as 55 respondents. The purpose of this study was to gain insight into employee opinions and perceptions related to job satisfaction, work stress, attitudes, personality, perceptions of leadership

Table 1. Questionnaire results table

Variable	Statement	Alternative Answers			
		SS	S	RG	TS

PERCEPTION	I feel that this selection process supports my personal growth and development.	33	22
	I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.	45	10
	I have confidence that my colleagues make a meaningful contribution to achieving team goals.	38	17
	I feel that the social norms in this company encourage mutual respect and cooperation among colleagues.	32	23

2.3 Data Analysis

The data analysis method used is descriptive analysis. Each answer to the question will be statistically described in statements 1-4. The last question will be explained in depth.

3. RESULTS

Diagram Statement 1 – First statement: I feel that this selection process supports my personal growth and development?

Saya merasa bahwa proses seleksi ini mendukung pertumbuhan dan pengembangan pribadi saya.
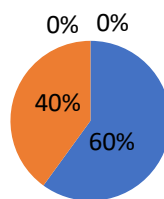
55 responden

Figure 1. Statement diagram 1

The results of the problem in Diagram 1 are:

  60% of people voted strongly agree with the statement, I feel that the process supports my personal growth and development
- 40% of people voted to agree with the statement, I feel that the process supports my personal growth and development

Statement 2 – Second Statement Diagram: I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.

Saya merasa struktur organisasi di perusahaan ini jelas dan memberikan panduan yang jelas dalam tugas dan tanggung jawab saya.
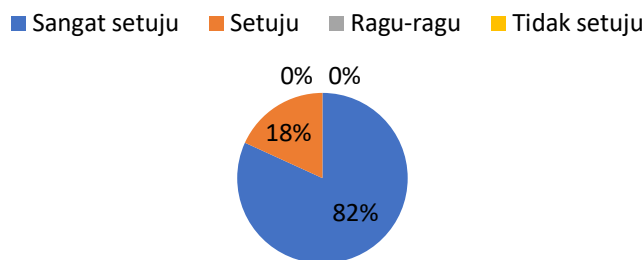
55 responden

■ Sangat setuju   ■ Setuju   ■ Ragu-ragu   ■ Tidak setuju

0% 0%
18%
82%

Figure 2. Statement diagram 2

The result of statement 2 diagram is:

- 82% of people strongly agree with the statement, I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.
- 18% of people agree with the statement, I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.

Statement 3 – Statement Three diagram: I have confidence that my colleagues make a meaningful contribution to achieving team goals.

Saya memiliki keyakinan bahwa rekan kerja saya memberikan kontribusi yang berarti dalam mencapai tujuan tim.
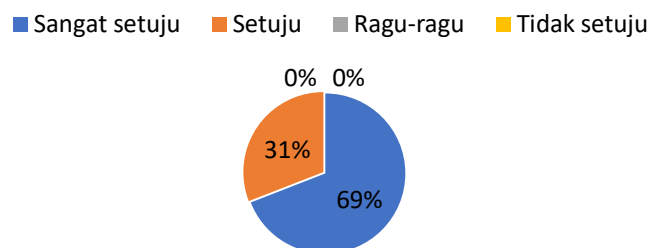
55 responden

■ Sangat setuju   ■ Setuju   ■ Ragu-ragu   ■ Tidak setuju

0% 0%
31%
69%

Figure 3. Statement diagram 3

The results of the statement 3 diagram are:

- 69% of people strongly agree with the statement, I have confidence that my co-workers make a meaningful contribution to achieving team goals. 25% of people

agree that watching English films with English subtitles helps in learning English.

- 31% of people agree with the statement, I have confidence that my colleagues make a meaningful contribution to achieving team goals. Question Diagram

4 – Statement Four:I feel that the social norms in this company encourage mutual respect and cooperation among colleagues

Saya merasa bahwa norma sosial di perusahaan ini mendorong sikap saling menghormati dan kerjasama di antara rekan kerja

55 responden

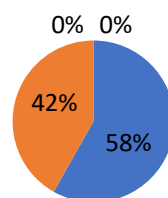■ Sangat setuju   ■ Setuju   ■ Ragu-ragu   ■ Tidak setuju

Figure 4. Statement 4

The result of statement 4 diagram is:

- 58% of people strongly agree with the statement, I feel that social norms in this company encourage mutual respect and cooperation among colleagues
- 42% of people agree with the statement, I feel that social norms in this company encourage mutual respect and cooperation among colleagues

Questionnaire results

The answers to the four statements "I feel that this selection process supports my personal growth and development", "I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities", "I have confidence that my colleagues provide a meaningful contribution in achieving team goals", "I feel that the social norms in this company encourage mutual respect and cooperation among colleagues". which was answered by 55 respondents:

- Such experiences can be invaluable for career development and personal wellbeing.
- A clear organizational structure and proper guidelines can increase productivity and job satisfaction.
- meaningful contribution from colleagues in achieving team goals is a positive thing. Team trust and support for one another can improve overall performance.
- creating a productive and harmonious work environment

4. DISCUSSION

The results of the research on the Perception Variable on the Perception Selection Indicator show that in the first instrument, 60% of people chose the Strongly Agree (SS) option & 40% of respondents chose Agree (S), out of 55 respondents regarding the statement:

"I feel that this selection process supports my personal growth and development."

The results of the research on Perception Variables on Perception Organizing Indicators show that in the first instrument 82% of people chose the Strongly Agree (SS) option & 18% of people chose Agree (S), out of 55 respondents regarding the statement:

"I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities." We know that the company's organization is well structured in terms of the division of tasks and those in charge.

The results of the research on the Perception Variable on Perception Indicators About Other People's Behavior show that in the first instrument 69% of people chose the Strongly Agree (SS) option & 31% of people chose Agree (S), out of 55 respondents regarding the statement:

"I have confidence that my colleagues make a meaningful contribution in achieving team goals." From this we can know that the company's employees have good cooperation and communication between employees for the common goal.

The results of research on Perception Variables on perception indicators aboutsocial norms. Shows that in the first instrument 58% of people chose the Strongly Agree (SS) option & 42% of people chose Agree (S), out of 55 respondents regarding the statement:

"I feel that the social norms in this company encourage mutual respect and cooperation among colleagues." We know that the employees of the company are fair and respect each other

5. CONCLUSION

Based on research data regarding perception variables on four different indicators, several conclusions can be drawn, namely:

Most of the employees said they agreed with the selection process that existed in the company. They believe that the selection process helps them develop and develop. In addition, employees believe that the company has a clear organizational structure that provides clear directions on the duties and responsibilities that must be carried out. This shows that the company has a good organizational structure.

Employees believe that their colleagues play an important role in achieving team goals, which shows good cooperation and communication to achieve common goals. They also believe that social norms in the company encourage cooperation and mutual respect, which shows that the company's employees behave fairly and respect each other.

Overall, the research results show that employees in companies tend to have positive perceptions of various aspects of their work environment. They believe that the selection process, organizational structure, behavior of others, and social norms in the company promote a good work environment, which helps them develop personally and helps them work well together and communicate with one another.

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